

March 20, 2020

To Our Patients:

Please know we are doing everything we can to limit risk to our patients and staff during the Covid-19 pandemic. Our door is still open to patients but with some added precautions and reduced hours.

Our staff is practicing social distancing, enhanced personal hygiene, and taking extra care to clean exam rooms and other touch surfaces. For the sake of everyone's safety, we encourage you to do the same.

Patients with advanced age, underlying health conditions, and other risk factors are encouraged to reschedule upcoming appointments. Those patients coming to an appointment will be limited to one accompanying guest. All patients under the age of 18 must be accompanied by one parent or guardian.

**OUR WAITING ROOM IS CLOSED.** Patients will be called the day before an appointment with instructions to call the office at 712-262-6320 when they arrive in our parking lot. If a room is not immediately available, the patient will be asked to wait in their car and a staff member will call when they can enter the building. A nurse will meet the patient at the door to take their temperature, and also any guest accompanying them. They will then be asked to use hand sanitizer and escorted to an exam room. Any necessary paperwork will be completed in the room.

If you are experiencing any flu-like symptoms, especially fever, cough, or difficulty breathing, please call our office at 712-262-6320 to reschedule your appointment. Spencer Hospital has established a Covid-19 hotline to help make further decisions and you can reach them at either 712-264-6514 or 800-848-0638. Lakes Regional Healthcare has also established a Covid-19 hotline and can be reached at 712-336-6696.

Wishes For Continued Good Health,

Northwest Iowa Surgeons, PC